Redirecting personal mail from a private address

For more about our Redirection service current prices and for the terms and conditions visit **royalmail.com/redirection**.

Date stamp

Redirection Centre Use Only

Royal Mail Concessionary Redirection Application Form
25th March 2019

1 What are your old and new addresses?

Please use CAPITALS and a blue or black pen for all your answers. Questions marked with * are mandatory.

***Old address** – where would you like the mail redirected from?

*Postcode

*Date of move D D M M Y Y

Landline number at this address

Add your mobile number

Email address

***New address** – where are you moving to?

*Postcode

Landline number at your new address

Will there be a dog at this new address?
To help our staff deliver mail safely, Please mark with an 'X'. Yes ☒ No ☒

We always send an acknowledgment letter to you. If you don't want us to include the new address in the letter, please mark this box with an 'X'. ☒

We will also send a security letter to your old address.

If we cannot deliver an item to the new address, it may be returned to sender with the new address on it. We cannot guarantee that the new address will remain confidential.

2 Whose mail needs to be Redirected?

ℹ It is a criminal offence to redirect mail without proper authority.

*Title *Full name Middle initial(s) *Last name

*Date of birth D D M M Y Y Must be at least 18 years old.

*Title *Full name Middle initial(s) *Last name

*Date of birth D D M M Y Y If under 16, mark with an 'X' ☒

*Title *Full name Middle initial(s) *Last name

*Date of birth D D M M Y Y If under 16, mark with an 'X' ☒

*Title *Full name Middle initial(s) *Last name

*Date of birth D D M M Y Y If under 16, mark with an 'X' ☒

To support our operational processes, is your whole household included in this move?

☒ If you are NOT leaving anyone behind with the same surname(s) please mark this box with an 'X'

☒ Mark this box with an 'X' if you would like us to redirect all variations of first names

***Number of individuals having their mail redirected**

Number of adults Number of under 16's

Address Update Service

At no extra cost, we may share the information provided on this form, including the address, email and telephone details of everyone whose mail is being redirected and is **at least 16 years old**, on to organisations that already have contact details for those people so they can update their records and keep in touch. This may also help to prevent fraud and reduce waste.

☒ If you, or anyone else whose mail is being redirected, do not want us to do this, please mark 'X' in the box.

3 How long do you want your mail redirected? Please mark 'X' in the appropriate boxes.

*Do you intend to move back to your old address? ☒ Yes ☒ No *When do you want the Redirection to start? *Start on this date: D D M M Y Y

*Please redirect my/our mail for ☒ 6 months ☒ 3 months Stop on this date D D M M Y Y

4 Offers and Discounts for Movers

To help you get set up in your new home, we'd like you to receive home movers discounts and offers that are specially chosen and based on the information provided on this form. We will pass your name and address to carefully selected partners in the retail, utility, telecommunication, finance and insurance sectors. These offers will be sent in the post addressed to you for up to 12 months after the move date.

☒ If you do not want to receive these, please mark an 'X' in the box

You can change your preferences at any time by calling Royal Mail Customer Services **0345 774 0740** or emailing **hmmsoptout@royalmail.com**. We take your data security and privacy very seriously. To find out more, see our privacy policy.

5 Keeping you informed

Royal Mail Group would like to keep in touch with you about our products, services and offers that might interest you. By submitting this form you acknowledge that we may contact you by post, telephone, email and text. If you do not want to hear from us by any or all of these means, please mark 'X' in the relevant box(es) below:

☐ Post ☐ Telephone ☐ Email ☐ Text

We may, on occasion, still need to send you important service messages. Royal Mail takes your privacy and security very seriously. For more details, please read our privacy policy which you can find at **royalmail.com**.

6 Your Payment

For current prices go to **royalmail.com/redirection**. The price of the service is based on the table below and any appropriate concessionary discount that applies:

Length of service you want	Where the new address is	The number of people in the household
6 months or 3 months	UK or EU or Rest of the World	For example: 1 individual = application fee 2 individuals = application fee + x1 extra person fee 3 individuals = application fee + x2 extra person fee (Under 16's are free)

7 What you are agreeing to

Please complete both sides of this form before signing below. By signing this form you agree to the Consumer Redirection Service terms and conditions, so please read them carefully beforehand. You can find the terms and conditions at **royalmail.com/redirection**, where you can also find a link to our privacy policy referred to in them. To obtain a paper copy of the terms and conditions or the privacy policy, please see the "Redirecting personal mail from a private address" leaflet. It is a criminal offence to redirect mail without proper authority.

How we use the data provided on this form is described in our terms and conditions. This may include using the details of everyone named on this form to help prevent fraud and money laundering and, depending on the choices you made on this form, passing some of those details to other organisations.

*Signature

If you (the applicant) do not sign the form we cannot process your application.

8 This is the identification we require

Proof of identification must be from the items below – no other items are acceptable.

Concessionary applications can only be accepted by post.

Please post your completed application form to: Royal Mail Redirection Centre, Trent House, Media Way,STOKE-ON-TRENT ST1 5ST

Please mark 'X' in the appropriate box.

***To qualify** for our "concessionary pricing" you must be in receipt of Pension Credit or Job seekers allowance and residing in rented accommodation.

☐ "Pension Credit" **Or** ☐ "Job seekers allowance"

And

I confirm I reside in: ☐ Rented accommodation

Please keep a copy of all the documents you send to us.

Total number of documents enclosed: ☐

All documents supplied will be returned to you.

"For more information about a concessionary discount go to **royalmail.com/redirection**"

Please mark 'X' in the appropriate box.

Payment by cheque only, made payable to Royal Mail Group Ltd.

For **each different last name,** you must provide:

☐ A separate cheque that matches each different last name.

And

For proof of old address you must provide:

☐ Original (not photocopy or printed from the internet) utility bill, bank/building society or credit card statement (NOT a mobile phone/ store/charge card statement or bills printed from the internet) dated within the last 6 months. Each bill or statement must show the old address and match the last name.

And

1 current original (or certified office copy) "Pension Credit" or "Job Seekers Allowance" proof from this list.:

☐ Benefits awards letter
☐ Letter from Job Centre Plus
☐ Letter from Department of Work and Pensions

Internal use only – It is mandatory that all sections must be completed

***You must check all the following: please tick to confirm**

Date stamp on front ☐
'Addresses' complete – Section 1 ☐
All 'Names' complete – Section 2 ☐
You the applicant over 18 – Section 2 ☐
'Dates' complete – Section 3 (Start date 5 working days) ☐
Signature complete – Section 7 ☐

Please do not record any ID, credit or bank card details on the form.
Please date stamp front page of form.

*How many adults ☐

Amount paid

*Total fee taken £ ☐ . ☐

***Please complete to confirm identification seen – do not send customer ID with this form**

*Original proof of name ☐

*Original proof of address dated within the last six months ☐

*Original ID to confirm concessionary rate ☐

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